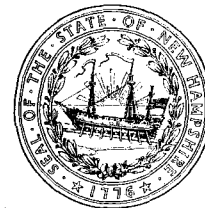




The State of New Hampshire  
**Department of Environmental Services**



**Michael P. Nolin**  
Commissioner

Mr. Jim Cooper  
The Inn at Thorn Hill  
PO Box A  
Jackson, New Hampshire 03846

LETTER OF DEFICIENCY  
WMB PBF 04-13  
August 6, 2004

Dear Mr. Cooper:

The Department of Environmental Services, Water Division ("DES") is required by RSA 485-A:26 to operate a program to ensure the health and safety of the public when using public bathing facilities such as pools and spas. To implement this program, DES has adopted administrative rules Env-Ws 1101-1105 to specify the design, operation, and maintenance requirements for public bathing facilities. DES reviews applications for new public bathing facilities and also inspects and tests the water in existing public bathing facilities to ensure that applicable requirements are being met.

On August 2, 2004, DES inspected the following public bathing facilities at The Inn at Thorn Hill in Jackson, NH: the outdoor pool ("Outdoor Pool") and spa ("Spa").

During this inspection, the following deficiencies were noted:

1. Env-Ws 1103.16(e) requires a free residual chlorine concentration between 2.0 mg/L and 5.0 mg/L in public spa water, with an absolute maximum of 10 mg/L chlorine. The chlorine concentration of the Spa water was approximately 22.32 mg/L on August 2, 2004. A recommendation to close and drain the Spa was issued on August 2, 2004.
2. Env-Ws 1103.16(f) requires a pH between 7.0 and 7.8 in public spa water. The pH of the Spa water was 6.6 on August 2, 2004.
3. Pursuant to Env-Ws 1103.15(a), disinfection of pool water shall be achieved by positive displacement pump type unit providing hypochlorination or by an erosion unit using either hypo-chlorite or bromine tablets with control of the erosion rate. The Outdoor Pool is currently being disinfected by hand feeding.
4. Pursuant to Env-Ws 1103.16(a), disinfection of spa water shall be achieved by continuous feed equipment. The Spa is currently being disinfected by hand feeding.
5. Env-Ws 1105.01(j) requires a rope with attached floats a ("breakpoint safety line") to be placed across public pools over the break in depth between the shallow and deep portions of the pool. A breakpoint safety line was not present in the Outdoor Pool at the time of the inspection.
6. Env-Ws 1105.01(k)(19) requires pool filtration systems to include a flow meter. The filtration system for the outdoor Pool did not include a flow meter.
7. Env-Ws 1105.03(d)(2) requires spa filtration systems to include a flow meter. The filtration system for the Spa did not include a flow meter.

DES believes the cited deficiencies can be corrected prior to summer season 2005. A report outlining how compliance will be achieved with the cited deficiencies should be submitted to DES within 30 calendar days from receipt of this letter. The report should include the following:

1. A copy of two weeks of water quality test results for all facilities (please do not send originals).
2. The type, manufacture, and model of the chlorine feeders to be installed.
3. The type, manufacture, and model of the flow meters to be installed.

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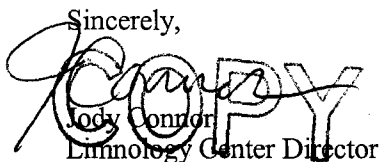
4. A timetable of when:

- a. the safety items will be in place;
- b. the installation of the chlorine feeders will be completed; and
- c. the installation of the flow meters will be completed.

DES personnel will conduct another inspection at a later date to determine whether you have come into, and are maintaining, full compliance with RSA 485-A:26 and Env-Ws 1101-1105. In the event that compliance is not achieved, DES may take further action, including seeking an administrative fine up to \$2,000 for each offense or referring the case to the NH Attorney General's Office for judicial action.

We appreciate your cooperation in this matter. Please contact Carrie Boudreau at (603) 271-7108 if you have any questions regarding this letter. Copies of Env-Ws 1101-1105 are available through the DES Public Information Center at (603) 271-2975 or via the Internet at <http://www.des.state.nh.us/pools/env1100.pdf>.

Sincerely,

  
Jody Connor  
Limnology Center Director

cc: Gretchen R. Hamel, Legal Unit Administrator, DES  
Carrie Boudreau, Public Bathing Facility Inspector, DES  
Board of Selectmen, Health Officer, Town of Jackson

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